

Patient Survey Results Summary 2014-2015

We invited a number of patients to take our patient survey whilst they were visiting the surgery for an appointment with the doctors and nurses. We would like to thank those patients who carried out the survey.

Of those patients who took the survey we asked:

- 1) How long have you been a patient at this practice?
 - 6% - Under 1 year
 - 14.3% - 1 to 5 years
 - 15.5% - 6 to 10 years
 - 64.3% - Over 10 years
- 2) To which age group do you belong?
 - 11.5% - 24 or under
 - 36.8% - 25-44
 - 23% - 46-64
 - 28.7% - 65 and over
- 3) Approximately, how many times have you been to see the doctor in the last 6 months?
 - 7.1% - None
 - 21.2% - 1-2 times
 - 43.5% - 3-5 times
 - 15.3% - 6-10 times
 - 12.9% - Over 10 times

We asked the patients a number of questions, please find a summary of results below:

- 4) If you have contacted the practice in the last 6 months, how happy were you with your experience of getting through to speak to the receptionist on the phone?
 - 68.2% - Very happy
 - 24.7% - Fairly happy
 - 2.4% - Neutral
 - 3.5% - Fairly unhappy
 - 1.2% - Very unhappy
- 5) Were you able to get an appointment to see or speak to someone at the surgery on the day you wanted to if your medical condition was urgent?
 - 84.1% - Yes
 - 15.9% - No
- 6) How did you book your appointment?
 - 18.8% - In person
 - 72.5% - Over the telephone
 - 5% - Website
 - 3.8% - Other (received a letter from the practice asking them to come in for a review)
- 7) How satisfied are you with our opening hours?
 - 67.2% - Very satisfied
 - 25% - Fairly satisfied

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- 6.3% - Neutral
- 1.6% - Fairly dissatisfied
- 0% - Very dissatisfied

8) Are you aware that if you are on repeat medication you only need to order the medication you require monthly? For instance, if you have medication on repeat but is only used when necessary i.e. pain relief, creams, special washes, laxatives, inhalers etc. *(Please note any medication that you should be taking daily must be adhered to and ordered monthly.)*

- 82.8% - Yes
- 17.2% - No

We also asked patients to comment on Q4 and Q7 and any other comments they may wish to express. Please see below the comments we received:

Comments to Q4 – Experience of getting through to speak to a receptionist on the phone?

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| Always happy. |
| Top Class. |
| Fast to make appointments. |
| Good service. |
| Always happy, staff are always happy to help. Even if you phone on the day for an urgent appointment they always get you one, unlike some other practices. Keep up the good work. Thank you. |
| All good. |
| I think the surgery has always done their best, they do always look in to the patient's needs always. |
| Very pleased with the doctors and staff. |
| Difficult to get through. |
| It is difficult to get an appointment on the same day and I wasn't informed when the process for appointment making changed. |
| Always received good treatment and all staff and receptionists are very friendly and welcoming. |
| Can't get appointment on time. |
| Sometimes can't get an appointment if needed and have to ring the next day. |
| Answer quickly even at busy times. Have managed to see someone the same day if expressed urgency on the phone. |
| Good doctors, help where is needed. |
| When I asked to see the Dr they are always helpful. So I have no complaint about anything. |
| The best receptionist you can ever ask for. |
| Very friendly and accommodating. |
| Always get an appointment after a week or 10 days wait. |
| Always found staff very pleasant and helpful. |
| Everyone is always very pleasant and I can usually get an appointment when I need one. I have no plans to change my doctor. |
| Staff & doctors always pleasant & accommodating. My family & I are very happy. |

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| Always manage to get an answer within 5-10 minutes, receptionists are always polite and friendly. |
| Very pleasant and quickly answered. |
| Very friendly staff, rang for an appointment for my daughter and was given an appointment on the same day. Very efficient service. |
| Receptionists have always dealt with me in a very helpful way. |
| Always efficient & friendly, also helpful. |
| Best practice in Bolton. |
| Very good service. |

Comments to Q7 – Satisfied with our opening hours?

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| Good opening hours. |
| Everything perfect. |
| Could be a little better at times. |
| Not many hours outside working hours. |
| For people who work until 6pm, it's hard to get an appointment without having time off. |
| Did not know you could ring up at 8am to make an appointment. |
| Suited my working hours & now I am retired I can come any time. |
| Pretty sad if you are ill on a Wednesday! |
| It is not the opening times that are a problem, it's the booking an advanced appointment. I can't ring every day at 8am to see if I can get an appointment that day. I work full time and need to book in on my day off or I would need to book time off work. |
| The extra hours are very good. |

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Any other comments

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| Always happy with the service. Keep up the good work. Thank you. |
| Bit difficult because cannot order prescriptions over the phone. |
| I have always been treated well at the surgery |
| Waiting time for appointments but can phone the same morning at 8am and get one the same day |
| I find it odd that you can no longer call on the day for appointments on that day. I have called before to be told there are no pre-bookable appointments until the following week, which is frustrating. However, once you have explained the urgency to the reception staff they fit me in the same day. |
| All doctors and staff are very good and try to help always. |
| I am very lucky, I have been put on an unplanned admissions care plan & the service I have had in the past has been excellent. |
| I think it should be made easier to book advanced appointments. Recently, I have rung 4 days on the trot to try and book in to see the doctor to be told that there are no appointments that day and to ring back next day at 8am, to which you can't get through until 8.10-8.15am and then all the appointments have gone. It wasn't until the 4th day that I told someone I am a hairdresser who works with appointments and need to book an advanced appointment to which I was told no problem I can be booked in next week. I should have been told that from the start. |
| I have always been treated with respect by every member of the staff and all the doctors. |

Again, we would like to thank those patients taking part in our survey and please see our Practice Action Plan based on the results and the comments.

Aimee Hilton

Practice Manager

On behalf of Dr Uddin, Dr Anwar and Dr Munawar.